



# Monitoring Student Course Attendance and Progress Policy and Procedure

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## 1. Purpose

This policy has been formulated to assist in outlining the process of monitoring course attendance and progress of overseas students. This is to ensure that students are able to complete their course within the outlined duration specified in the CoE, in compliance with the National Code 2018, Standard 8.

## 2. Scope

This policy and procedure extends to all international students who are presently on Student Visas and are studying with the college.

## 3. Policy statement

Reach Community College will uphold its requirement to monitor course attendance and progress of its students in order to maintain academic integrity.

Compliance Manager (CM), trainers and those who assigned by CM are responsible for implementing and monitoring all relevant parties to comply with the requirements set in this policy and procedure.

The policy and procedure is created in accordance with the requirements of the National Code 2018.

## 4. Definitions

Term	Meaning
College	Refers to Reach Community College
Course attendance	Refers to student attendance during scheduled contact hours within individual units of competency (units).
Course progress	Successful academic outcomes in units of competency within the course outline of which the student is enrolled in, and the provided timeframe specified in the CoE.
Course attendance reminder and warning letters	Letters that are directed to students for non-compliance of the requirements specified in this policy and procedure (i.e., unsatisfactory course attendance and/or course progress). The aim is to assist students in maintaining satisfactory course attendance and/or course progress.
Appeal	A formal written request by a student to have a decision affecting them reassessed or reconsidered in relation to either non-compliance with course attendance and/or course progress requirements (i.e., unsatisfactory course attendance and/or progress)

Term	Meaning
CoE	Refers to the Confirmation of Enrolment, which contains details such as the primary course of study and provided timeframe in which the course is to be completed.
Compassionate and compelling circumstances	<p>Refers to circumstances, but not limited to:</p> <ol style="list-style-type: none"> <li>1. Serious illness or injury, where a medical certificate states that the student was unable to attend classes,</li> <li>2. bereavement of a close family member such as parent or grandparent,</li> <li>3. Act of God, major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies,</li> <li>4. a traumatic experience such as involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime (should be supported by police or psychologist report),</li> <li>5. where the College is unable to offer a student a prerequisite unit, or where a student has failed a prerequisite unit and faces a shortage of relevant units for which they are eligible to enrol,</li> <li>6. Any other circumstances not previously mentioned that occur beyond the scope of a student's control which poses significant barriers to the student or impacts their ability to progress with their planned course of study (e.g., COVID-19 outbreak or the delay of Student Visa process). Circumstances may have a financial, physical or mental impact on the students, preventing them from participating in their planned course.</li> </ol> <p>* Important Note: A student is required to provide sufficient, current and factual evidence to support their claim for any compassionate and compelling circumstances unless any special circumstance.</p>
Complaints and Appeals Policy and procedure	Refers to the complaints and appeals policy and procedure which outlines the college's processes for submitting complaints, appealing decisions of the College both internally (e.g., the not-competent result for a unit) and externally (e.g., the outcomes from a supervisor at vocational placement).

	Meaning
	A process organised between the CM or any person delegated by the CM and the student, which identifies the level of academic support a student requires if at risk of failing to achieve satisfactory course progress in any given study period. The strategies designated in the ISP may include but are not limited to assistance with study, counselling, extra classes, additional training or tuition, temporary reduction of student workload, incorporation of student support services, assisting with student welfare, or any other issues that are having a personal impact upon the student.
	A certified statement received from a registered medical practitioner, health practitioner or approved health specialist defining a period of time during which a student is/has been affected by a medical condition which in turn impact on their participation and/or attendance. Under the Health Practitioner Regulation National Law, a medical certificate may be issued by the following registered medical and health practitioners including but not limited to a general medical practitioner, psychologist, dentist, chiropractor, optometrist, physiotherapist, osteopath, podiatrist, and approved other health specialists.
	A written notice of intention to report provided to a student advising of the college's right and intention to report their unsatisfactory course progress or non-compliance with course attendance requirements to the Department of Home Affairs (DHA) and providing the student with 20 working days in which to appeal the decision.
	National Code of Practice for Providers of Education and Training to Overseas Students 2018.
	Refers to who is a current Student Visa holder or applying for Student Visa (regardless of whether onshore or offshore at the time of enrolment).
	The college designates provided study periods. The first study period is scheduled between January and June and the second is between August and November.
	In a practicable manner taking all possible options available in an attempt to perform required action. Considerations associated with the college's requirements for communication are phoning more than once at different times and ensuring that emails are directed to all available email addresses linked to the student.

Term	Meaning
RTO standards 2015	Refers to Standards for Registered Training Organisations (RTOs) 2015.
Evidence	Refers to Sufficient written evidence such as a medical certificate, a letter signed by an official, or other forms of evidence which clearly identify the required information.
Flight risk	When an individual may discontinue their qualification premature to the specified duration on their COE without informing the college or complying with the college's instated procedures. .
Course	Refers to any qualification throughout this document.
Learning Support	Is responsible for College service's such as Language, Literacy and Numeracy and/or library.

## 5. Satisfactory Attendance and Monitoring and Recording of Attendance

### 5.1 Policy – Monitoring Course Attendance

1. It is the responsibility of the student to ensure that they can access their college email address for the purpose of direct communication with the college.
2. It is the responsibility of the student to ensure they attend all scheduled classes during the study period. It is also a student's direct responsibility to notify their teacher/trainer of their absence and reasoning for it (e.g., a student may inform trainers/teachers of any difficulties that prevent him or her attending the classes).
3. The teacher/trainer is responsible for correspondence with a student who is recorded absence from the class.
4. In order to maintain satisfactory course attendance, a student must attend their classes for at least 80% of scheduled contact hours for each unit. To understand how satisfactory course attendance is calculated in relations to class configuration, please refer to the table below.

**Table 1:** The calculation of satisfactory course attendance for units

<b>Delivery for 2 weeks:</b>		
<b>Amount of classes:</b>	<b>Absence Type</b>	<b>Percentage (%)</b>
4	Half-day	88
4	One day	75
4	One and a half day	63
4	Two days	50
<b>Delivery for 3 weeks:</b>		
6	Half-day	92
6	One day	83
6	One and a half day	75
6	Two days	67
<b>Delivery for 4 weeks:</b>		
8	Half-day	94
8	One day	88
8	One and a half day	81
8	Two days	75

5. Where a student’s attendance record falls below 80% of the total scheduled contact hours for each unit, (without sufficient supporting evidence such as medical evidence to justify the absences) the college will follow up with a student by using a telephone call and/or course attendance reminder letter to help maintain satisfactory course attendance.
6. The student’s profile regarding the history of course attendance reminder letter can be accessed on the Student Management System.
7. The number of course attendance reminder letter issued can be subject to the duration of the course/qualification.

***Absences –flight risk***

8. Where a student is able to attend all classes of units across an entire study period despite reasonable attempts by the CM, trainers/teachers, and those who are delegated by the CM to contact a student and there is no response from a student, they may become identified as a flight risk and be issued with a notice of intention to report.

***Absences due to medical and other reasons***

9. When a student is absent from classes due to medical reasons, it is required to provide a medical certificate to justify their absence. Absences relating to medical reasons that have a medical certificate as supporting evidence will not be calculated as absences when determining an attendance percentage.
10. Medical certificates are to be accepted only where they have been signed by registered medical practitioners, health practitioners or approved health specialists.

11. A student is required to provide written notification to explain all absences where it is understood by the student in advance that they will not be attending a class. Absences without any supporting documents/evidence will be calculated when determining an attendance percentage.

## 5.2 Procedure – Monitoring Course Attendance

### *Trainer/Teacher*

1. All teachers/trainers employed by Reach Community College are required to provide a student attendance sheet for each individual class session and ensure that the attendance sheet is accurately completed during or before the class session.
  - 1.1 If the class sessions are designated into morning and afternoon periods, the teacher/trainer is required to separately take students attendance prior to or during each period. (See Appendix A).
2. Where a student is assessed as absent from a class session, a teacher/trainer is required to note the absence of the student on the attendance sheet.
  - 2.1 A student who is absent for a period of 30 minutes or more from any class session will be marked as 'absent' under the 30 minutes rule.
  - 2.2 If the class sessions are denominated into morning and afternoon periods, the 30-minute rule will apply to students' attendance in each period separately.

### **Examples:**

*Example 1: A class session contains morning and afternoon periods. Student #2 attends the class session on time in the morning period; however, arrives 50 minutes late for the beginning of the afternoon period. The student will be marked as present for the morning period and 'absent' for the afternoon period only.*

*Example 2: A class session contains morning and afternoon periods. Student #2 attends the class session on time for both the morning and afternoon periods however leaves the afternoon-period class 50 minutes prior to the completion of the afternoon period. The student will be marked as present for the morning period and 'absent' for the afternoon period.*

3. A teacher/trainer is required to submit the finalised attendance sheet of the unit (including all class sessions) within 5 working days following the end of a unit delivery period to the CM or those who assigned by the CM to monitor students' class attendance.

- 3.1. Provided special circumstances arise, a teacher/trainer can postpone the submission of the attendance sheet. A teacher/trainer provides justification as to the postponement and informs the relevant to the CM or those who are assigned by the CM to monitor students' class attendance in writing.

### ***Compliance Manager or any delegated college staff***

4. Within 10 working days following the end of a unit delivery period, the CM or those who are assigned by the CM must contact students who have course attendance below 80% of the total contact hours of the unit. (Refer to Table 1 for the calculation of satisfactory course attendance for units in Section 5.1)

#### *Phone notification*

- 4.1. The CM or those who are assigned by the CM contacts the student by phone call for each unit that he or she has less than 80% of the total scheduled contact hours.
  - a. The CM or those who are assigned by the CM informs a student of their obligation to adhere to satisfactory course attendance requirements.
  - b. The CM or those who are assigned by the CM must maintain details of the phone communication with the student on the phone logbook.

#### *Reminder Letter*

- 4.2. Beginning from the third unit and all units following where a student has recorded less than 80% attendance for any individual units, the CM or those who are assigned by the CM is required to email the student with a Reminder Letter for Course Attendance.
  - a. the CM or those who are assigned by the CM must maintain details of the phone communication in the phone logbook. The record of a student's course attendance reminder letters is stored in the Student Management System.
  - b. If a student does not rectify their non-attendance following the issuance of the first-course attendance reminder letters, they will be requested to explain his or her continuous absence and provide evidence.

### ***Student - Appeal***

5. A student can appeal and request a course attendance reminder letter to be removed from the Student Management System by submitting the complaints and appeals application in accordance with the complaints and appeals policy and procedure within 5 working days.

### *Compliance Manager – Intervention strategy Plan*

6. If necessary, the CM and/or those who are responsible for the creation of the Intervention Strategy Plan (ISP) can request a student to visit the college to create an ISP to address unsatisfactory course attendance.
  - 6.1. In the event that a student adheres to the conditions/requirements specified in their ISP to their ability, but does not meet all conditions/requirements outlined in their ISP, the CM or those who are assigned by the CM or those who are responsible for the creation of the ISP is required to develop a new ISP with a student.
  - 6.2. When a student does not meet the requirements of their ISP and fails to display sufficient effort to fulfil the requirements, a student will be issued with a notice to report to address unsatisfactory course attendance by the CM or those who are assigned by the CM.
  - 6.3. Upon receiving a notice of intention to report letter, a student is provided a time period of twenty (20) working days to access the internal appeal process. (Refer to the complaints and appeals policy and procedure).
    - When a student lodges the complaints and appeals application, they are required to justify with sufficient evidence in accordance with the requirements of clause 8.15 of the National Code 2018.

#### *Notice of Intention to Report*

7. The notice of intention to report letter is considered a formal notification to a student that the college intends to report their non-compliance with the college's instated requirements for unsatisfactory course attendance to the DHA.
8. The CM or those who are assigned by the CM are responsible for the issuance of a notice of intention to report letter regarding unsatisfactory course attendance.
  - a. The CM or those who are assigned by the CM must maintain the record of intention to report letters in the Student Management System.
9. If a student becomes a flight risk, the CM or those who are assigned by the CM is responsible for issuing a Notice of Intention to Report Letter to the student (Refer to 5.1 for Absences - Flight Risk).

## 6. Satisfactory Course Progress and Monitoring and Recording of Academic Progress

### 6.1 Policy – Monitoring Course Progress

- 1.1. When unsatisfactory course progress meets the description above, reminder and warning letters can be issued to assist students in maintaining satisfactory course progress.
- 1.2. If a student maintains unsatisfactory progress in two (2) consecutive study periods, an Intention to Report Letter will be issued.
- 2.1. An ISP will be implemented proactively when issues emerge in relation to a student's course progress are identified. All letters which are issued to a student in regards to course progress are recorded on the Student Management System by the CM or those who are assigned by the CM.

### 6.2 Procedures – Monitoring Course Progress

#### *Trainer/Teacher*

1. The responsibility of a teacher/trainer is to identify students which may be at risk of not meeting satisfactory course progress requirements for a unit.
  - 1.1 A teacher/trainer can utilise a variety of evaluation strategies to monitor the course progress of a student. These processes may include but are not limited to:
    - a) class participation review,
    - b) classwork and assignment submission detailed review,
    - c) extension or additional help requests for assignments
    - d) feedback from trainers/training staff.
    - e) unsatisfactory grades on assignments,
    - f) competency in the English language.
2. Following the completion of the delivery of the unit, the trainer/teacher is required to submit the academic result to the CM or those who are assigned by the CM to keep students' academic records. (Refer to Assessment Policy and Procedures).

#### *Compliance Manager or any delegated College staff*

#### *Phone notification*

3. The CM or those who are assigned by the CM is required to contact a student via phone call when a student receives 'Not Competent' results for the first three units. The notification must be delivered within 10 working days after the CM or delegated College staff member obtains the 'Not Competent' results of units from trainers or teachers.

- 3.1 The CM or delegated College staff member will maintain phone communication records.
- 3.2 the CM or delegated College staff member will inform a student of their requirements to maintain satisfactory course progress.

#### *Reminder Letter*

4. In the case where a student continues to record unsatisfactory course progress for their next unit, the CM or delegated College staff member will notify a student of ‘Not Competent’ outcomes by telephone call and send an email containing a Reminder Letter of Course Progress. The notification must be made within 10 working days after the CM or delegated College staff member receives the ‘Not Competent’ outcomes of a unit from a trainer(s) or teacher(s) unless there is any special circumstance.
  - 4.1 A CM or delegated College staff member will maintain phone communication records in the phone logbook and student’s course progress reminder letters in the Student Management System.

#### *Warning letter*

5. In the case where a student continues to record course progress for another unit, the CM or delegated college staff member will notify a student of ‘Not Competent’ outcomes by a telephone call and send an email with a course progress warning letter. The notification must be made within 10 working days after the CM or delegated College staff member receives the ‘Not Competent’ outcomes of a unit from a trainer(s) or teacher(s).
  - 5.1 A CM or delegated College staff member is required to maintain the phone communication records in the phone logbook and student’s course progress warning letters in the Student Management System.

#### ***Compliance Manager***

##### *Intervention Strategy Plan*

6. The CM or delegated college staff member is responsible for the creation of an ISP document. They will request a student to attend a consultation to ensure that the student is aware of the importance of maintaining satisfactory course progress.
7. If a student fails to meet the requirements of the ISP created for improving course progress or the requirements stated in warning letters, the student will be issued with a notice of intention to report letter. The student will be provided with an opportunity to appeal within twenty (20) working days.

- 7.1 If a student adheres to the conditions/requirements specified in their ISP to the best of their ability but does not meet all conditions/requirements from the ISP, an improved ISP may be developed by the CM or delegated college staff member.
- 7.2 If a student does not meet all conditions/requirements of their ISP without providing sufficient reasoning with supporting evidence (e.g., compelling and compassionate circumstances), a notice of intention to report letter will be issued to a student due to unsatisfactory course progress.

#### *Notice of Intention to Report*

8. The notice of intention to report letter is considered a formal notification to a student that the college intends to report their non-compliance with the college's instated requirements for unsatisfactory course progress to the DHA.
9. The CM or those who are assigned by the CM are responsible for the issuance of a notice of intention to report letter regarding unsatisfactory course progress.
  - a. The CM or those who are assigned by the CM must maintain the record of intention to report letters in the Student Management System.

#### *Student*

##### *Reminder letter*

10. A student has the opportunity to lodge an internal appeal through the internal appeal process within five (5) working days of receiving a course progress reminder letter.

##### *Warning letter*

11. A student will be requested to provide evidence and information to justify their unsatisfactory course progress once a course progress warning letter is received.
12. A student has the opportunity to lodge an internal appeal through the internal appeal process within five (5) working days of receiving a course progress warning letter.

#### *Notice of Intention to Report*

13. A student has an opportunity to lodge an internal appeal through the internal appeal process within twenty (20) working days of receiving a notice of intention to report letter.

## 7. Intervention Strategy Plan

### 7.1 Policy

1. An ISP can be implemented at any time throughout the student's tenure at the college. The ISP can be requested by either the college or the student, for the benefit of assisting a student in their course progress in a variety of areas.
2. The CM or delegated parties responsible for the implementation of an ISP will create an ISP in consultation with a student. The ISP is created by outlining the strategies which can be adopted and the support services available to the student that can assist in improving their course attendance and/or progress.
3. A student holds the responsibility to adhere to the strategies, requirements and conditions instated in his or her ISP. A student must ensure to contact with the delegated staff member/s identified in the ISP.
4. The ISP must contain the following components, but is not limited to:
  - a. **The situation leading to the creation of the ISP:** why the student is at significant risk or has failed to maintain satisfactory course progress or satisfactory course attendance with the inclusion of any requests for assistance with any learning or personal difficulties.
  - b. **The level of required/requested support** (e.g., learning support, or study period extension).
  - c. **The resulting conditions imposed on the student:**
    1. The scheduled review dates
    2. The timeframe of the plan
    3. The expected outcomes of the ISP
5. Prior to implementation, the terms and conditions of any ISP must be agreed upon in writing and signed by all parties (the CM or delegated parties responsible for the implementation of the student's ISP, and the student)
6. A student may receive a notice of intention to report letter if they fail to comply with the terms and conditions of the ISP and any required contact described in the plan.
7. The CM, delegated parties and/or trainers/teachers will be required to closely monitor a student's progress in accordance with the strategies, conditions specified in the ISP.
8. The CM and/or delegated parties responsible for the implementation of the ISP will modify the ISP or issue a notice of intention to report letter, if a student, who is the subject of the ISP fails to follow the terms and conditions of the existing ISP.

9. The CM, Compliance Officers, Learning Support, and/or the CEO will assess the scenario and decide whether it is necessary to report the student to the Department of Home Affairs. In some situations, the consideration of other options.

## 7.2 Procedure

1. The CM and/or delegated parties who are responsible for the creation of the ISP will contact the student to meet for the development of ISP (e.g., the date, time, and the relevant parties responsible for the development of ISP).
2. The CM and/or delegated parties who are responsible for the development of the ISP must prepare the information mentioned in 7.1.4.
3. The CM or delegated parties who are responsible for the creation and/or implementation of the ISP may request assistance from Learning Support (e.g., LLN), Student Support (e.g., CoE extension/Deferment/Leave of Absence), and/or other learning services.
4. An ISP must be a signed written document agreed between the student and CM and/or those who are responsible for the creation of the ISP.
  1. A **student** can accept an ISP electronically via an email.
5. The signed/accepted ISP will be sent to all relevant parties and the ISP document will be stored in Student Management System (e.g., Job ready) by a CM or those who are assigned by the CM.
6. The CM and/or delegated parties who are responsible for the creation of the ISP will monitor whether the student follows the ISP. They will monitor the ISP when its timeframe has elapsed or at the scheduled review date. The summary report will be created by The CM and/or delegated parties at the end of the ISP.
7. The student will be informed in a timely manner of the outcomes of the ISP stated in the summary report.

## 8. Notification of Department of Home Affairs

### 8.1 Policy

1. If the student chooses not to lodge an appeal within twenty (20) working days of the issuance date of the Intention to Report Letter or where their appeal is rejected, the college will provide the student with an opportunity to lodge the external appeal within ten (10) working days.
2. Prior to reporting DHA regarding a student' unsatisfactory course attendance or progress, the college will take into consideration all evidence provided by a student in response to the notice

of intention to report letter, and the student's appeal. The college will ensure that a student who has compassionate or compelling circumstances grounds provides sufficient evidence to support their claim.

3. It is the responsibility of the Student Support Manager to notify the DHA of a student's unsatisfactory course attendance and/or course progress.

## 8.2 Procedure

1. the CM or a delegated staff member who is responsible for the monitoring of students' ISPs is required to inform the Student Support Manager regarding a student's unsatisfactory course attendance and/or course progress and request Student Support Manager to report the student to the DHA.

Student Support Manager will request the information below from the CM or a delegated staff member

- a Student name and ID
- b Date of Intention to report been issued
- c Information regarding internal appeal (20 working-day period and the outcomes of internal appeal)
- d Information regarding external appeal (10 working-day period and the outcomes of external appeal)

## 9. Extending course duration

1. The college will only extend a student's enrolment where the college:
  - a. has assessed whether the student has compassionate or compelling circumstances and whether he or she has provided supporting evidence to the college to support this assessment
  - b. has implemented, or is in the process of implementing, an ISP for the student
  - c. has received an approved deferral or suspension of the student's enrolment
2. If the college extends the duration of the student's enrolment and the student's visa is set to expire prior to completion of the course, the student will be informed by Student Support Manager or those who are assigned by Student Support Manager that the student is required to apply for a new Student Visa to complete the study and/or to seek advice from DHA.

## 10. Compassionate or Compelling Circumstances

1. Compassionate or compelling circumstances will not dissipate the records of a phone notification, reminder letters and warning letters of course attendance and progress (Refer to Appendix x for explanation and examples of Compelling and Compassionate Circumstances).

2. When compassionate or compelling circumstances occur, a student is required to inform the college and provide supporting evidence. This is so the college can generate the appropriate ISP to ensure that a student is best equipped to complete the course within the expected duration specified on the student's CoE.
3. In the event that the student requires to extend their CoE, the evidence of compassionate or compelling circumstances and ISP will be used as a justification for CoE extension in accordance with National Code 2018, Standard 8, Clause 8.16.
  - 3.1. In order to prevent the late notification in PRISMS, the college staff can proceed with the extension of CoE(s) when the CM or those who are assigned to create an ISP is in the process of implementing an ISP with a student.

## **11. Appeals process:**

Students who wish to lodge a complaint or an appeal in response to a decision made under this policy and procedure are to follow the complaints and appeals policy and procedure.

## **12. Quality Assurance**

1. Compliance will conduct an investigation/quality check to ensure that the details described in this policy and procedures document are reviewed every three (3) months.
2. At the end of the investigation/quality check the CM will produce a summary report on the results of the investigation/quality check.

## 13. Appendices

### Appendix A: Compelling and Compassionate Circumstances

Compelling and Compassionate Circumstances can occur when the due course of a student's attendance and academic progress is negatively affected or compromised by an external event or situation. A student's application for compassionate and compelling circumstances will be assessed by the CM or those who are assigned by the CM. The student will be required to provide the appropriate documentation before supplement their application for compelling and compassionate grounds.

There are various applicable grounds for which a student is eligible to be awarded compelling and compassionate circumstances including but not limited to;

Application Grounds	Example of Supporting Documents
Serious medical illness directly affecting the student or a member of their family.	Medical Certificate. A statement from a counsellor, psychologist or psychiatrist.
Death in the student's family.	Death certificate, funeral notice, or statutory declaration.
A medical condition affecting the student whilst undertaking their studies (including pregnancy).	Medical Certificate. A statement from a counsellor, psychologist or psychiatrist. Pregnancy Verification Form.
Natural disaster directly affecting the student or their family.	Statutory Declaration
The occurrence of an accident or unforeseen event of misfortune.	Statutory Declaration
Elite sporting, performance or cultural commitment at state, national or international representative level.	Letter of confirmation from relevant organisation/body.
Jury duty. (Domestic students)	A copy of the jury summons.
Defence forces or emergency services. (Domestic students)	Letter of confirmation from an authorised officer or relevant organisation.
Other compassionate and Compelling grounds.	Traffic incidence, or Act of God.